DB Name	Query	Hit Count	Set Name
USPT,JPAB,EPAB,DWPI,TDBD	l20 same (web near2 page)	4	L22
USPT,JPAB,EPAB,DWPI,TDBD	l20 same help	1	L21
USPT,JPAB,EPAB,DWPI,TDBD	(www near5 server) same cgi	66	L20
USPT,JPAB,EPAB,DWPI,TDBD	l17 same acd	9	L19
USPT,JPAB,EPAB,DWPI,TDBD	ivr same acd	35	L18
USPT,JPAB,EPAB,DWPI,TDBD	ivr same (call near2 (center or centre))	53	L17
USPT,JPAB,EPAB,DWPI,TDBD	ivr	515	L16
USPT,JPAB,EPAB,DWPI,TDBD	l14 same (call near2 (center or centre))	68	L15
USPT,JPAB,EPAB,DWPI,TDBD	l12 same server	166	L14
USPT,JPAB,EPAB,DWPI,TDBD	l12 same cgi	2	L13
USPT,JPAB,EPAB,DWPI,TDBD	acd	2842	L12
USPT,JPAB,EPAB,DWPI,TDBD	cgi same ivr same acd	0	L11
USPT,JPAB,EPAB,DWPI,TDBD	l6 same server	3	L10
USPT,JPAB,EPAB,DWPI,TDBD	l6 same (call-back)	0	L9
USPT,JPAB,EPAB,DWPI,TDBD	l6 same (establish$ near3 (contact or connect$))	1	L8
USPT,JPAB,EPAB,DWPI,TDBD	l6 same (call near2 (center or centre))	0	L7
USPT,JPAB,EPAB,DWPI,TDBD	(user near3 request$ near3 help)	222	L6
USPT,JPAB,EPAB,DWPI,TDBD	(help near5 request$) same (establish$ near5 connect$)	12	L5
USPT,JPAB,EPAB,DWPI,TDBD	online near3 help near3 request$ near3 form	0	L4
USPT,JPAB,EPAB,DWPI,TDBD	(help near3 request) same ((audio or voice) near3 connect$)	1	L3
USPT,JPAB,EPAB,DWPI,TDBD	(help near3 request) same (establish$ near5 (audio or voice) near3 connect$)	0	L2
USPT,JPAB,EPAB,DWPI,TDBD	receiv$ near3 help near3 request	16	L1

L19: Entry 8 of 9 File: USPT Dec 26, 1995

DOCUMENT-IDENTIFIER: US 5479487 A
TITLE: Calling center employing unified control system

DEPR:
Call center 40 contains the ability to transfer the caller to a live agent when one is requested, such as when the caller presses 0 on his touchtone keypad. When a live agent is requested, the caller is placed in an automatic call distribution ("ACD") smart queue within agent's controller module 56 that allows holding or selecting a call back when an agent is available or at a specific future time. Callers are provided the estimated hold time and given the option of remaining in queue or specifying a later call back. Additionally, calls may be directed to live agents using DNIS or DID to agent ACD groups with an optional prompt for account number to allow automatic host access prior to connection to an agent. Calls to specific extensions may be made and voice mail 52 may be accessed if all agents are busy or there is a ring no-answer when an agent is requested. A "short screen" containing data obtained by the initial IVR script may be displayed for the agent while the host is retrieving the full record. The call center then makes a voice, text and image data connection to the live agent.

DEPR:
An agent may transfer a call to another agent or supervisor. This is handled by the call center IVR script in the same manner as a transfer from the initial IVR script to the ACD queue, establishing a voice, text and image data session for the recipient of the call.

DEPR:
If a caller requests a live agent, IVR 53 will transfer the call through voice channel architecture 57 to agent's controller module 56 to be placed in an ACD queue. Once a live agent is available, the caller will be switched through voice channel architecture 57 to interface 503 and phone 12. At that time, agent's controller module 56 may send a short screen of information through architecture 57 and interface 504 to workstation 13 in order that the live agent may have immediate access to the caller's account number and other brief information that has been given to IVR 53 by the caller. Call center 40 will then retrieve the full caller account information from host 1 that will be downloaded to workstation 13. While these last two tasks are being performed, the live agent is already speaking to the caller through telephone 12.

DEPR:
Call center 40 also supports dialing outbound from caller lists using a pacing algorithm within predictive dialing module 55. In this process, predictive dialing module 55 begins dialing outbound over interface 501 to public network 10. As calls are answered, a call progress monitor within predictive dialing module 55 determines the status of the outgoing line such as ringing, busy signals, out-of-service signals and answers. This continues until a live caller is reached whereby predictive dialing module 55 determines the availability of any live agents attached to call center 40. If no live agents are available, the call may be transferred to IVR 53 to interact with the caller in the manner previously described. Or, the caller may be placed in an ACD queue within agent's module 56 that allows holding or selecting a call back when an agent is available or at a specific future time, as previously described.

L1: Entry 6 of 16 File: USPT Oct 8, 1996

DOCUMENT-IDENTIFIER: US 5563805 A
TITLE: Multimedia context-sensitive real-time-help mechanism for use in a data processing system

DEPR:
Referring now to FIG. 6, a flow chart of a process for providing context-sensitive real-time help is depicted in accordance with a preferred embodiment of the present invention. The process begins by awaiting a user request for help, as illustrated in block 600. Upon receiving a request for help, the process then determines whether the request is a help request, as depicted in block 602. If the request is a help request, the process then indicates that a request for help has been received, as illustrated in block 604. Thereafter, the request is used to access a device switching table, as depicted in block 606. A context identifier, also called "contextual criteria", from the application is retrieved, as illustrated in block 608. The process then determines whether the request seeks real time assistance, as depicted in block 610. If the request does not seek real-time assistance, the process then accesses pre-recorded user sessions using the context identifier, as illustrated in block 612. The process then allows the user to select recorded sessions if any were found for the context identifier, as depicted in block 614. The process then plays any recorded session selected by the user, as illustrated in block 616. A possible null session may occur during this step. For example, no recorded session may be available for display to the user. The process then proceeds to report the condition to the user, as depicted in block 618. Then, the process returns to block 680 to await for a request from the user.